Quick Reference Guide
External and Third Parties

Sending and receiving files securely

Contents

Hospitality l Compassion l Respect l Justice l Excellence

1. Creating a LiquidFiles account

In order to send files via LiquidFiles you will need to set up an account.

Setting up an account that is connected to the SJGHC eco-system is easy and there are two main options.

Option 1: Open an email sent to you using LiquidFiles from a SJOG caregiver

    A. Open the email.
    B. Scroll to *Secure Message Info* section which will be included in the bottom of the email.
    C. Select Download Attached Files.

Secure Message Info

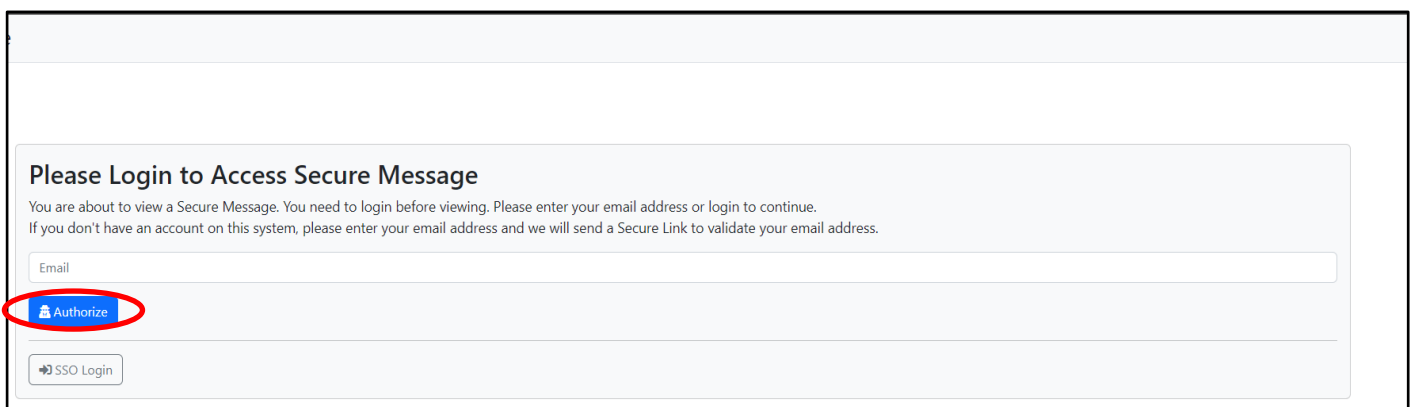| Message ID	fZ5NuCNPRJ6egLQVTzqpfL
Message Expires	Friday, 16 February
Message URL	https://securefiles.sjog.org.au/message/fZ5NuCNPRJ6egLQVTzqpfL
Permission	Only specified recipients can access the files attached to this message.

Files attached to this message

Filename	Size
41698.jpg	299 KB

Download Attached Files

Reply to this Secure Message

If you need assistance accessing or using this Secure Message System, please contact support at securefiles@sjog.org.au.

    D. You will then need to authorise your email address.
    E. Insert your email address and select **Authorise**. Note: You must use the email address that the original email was sent to.

Please Login to Access Secure Message

You are about to view a Secure Message. You need to login before viewing. Please enter your email address or login to continue.
If you don't have an account on this system, please enter your email address and we will send a Secure Link to validate your email address.

| Email |

 &👤 Authorize

→] SSO Login

    F. You will then be asked to verify your email address.
    G. An email will be sent to your email address to validate.
    H. Copy the Secure Token from the verification email.

Validate Email

You are trying to access: https://securefiles.sjog.org.au. In order to verify your email please either enter the Secure Token below, or click on the Validate Email button/link.

Secure Token: jV7n-3NrV

Validate Email

Secure Token Expires at: 16:16:51

If you need assistance accessing or using this system, please contact support at securefiles@sjog.org.au.

ST JOHN OF GOD
Health Care

St John of God Healthcare — Secure File Transfer System: https://securefiles.sjog.org.au

I. Paste this Token in the Validate Screen.
J. Tick **Create Account** before selecting **Verify**.

Validate Your Email: ▮▮▮▮▮▮▮▮▮▮▮

A Secure Token has been sent to your email address: ▮▮▮▮▮▮▮▮. Please either click on the link or enter the Secure Token here to verify your email address and continue.

jV7n-3NrV   ✔ Verify

☑ Create Account
Create an account on this system so you can authenticate with your email and password instead of using Strong Token authentication.

⟳ Resend Validation Email

K. You will asked to register your account. Input your name and select a password.
L. Select **Save**.

Register

Thank you! In order to continue, please enter your details to create an account.
Next time, you can authenticate with your email address and password.

Name

Email
▮▮▮▮▮▮▮▮

Password

Password Confirmation

Password Complexity

Your Password **cannot be based on a dictionary word** and you need at least 3 out of

- At least 8 characters
- At least 11 characters
- At least 15 characters
- At least 1 lower case and 1 upper case character
- At least 1 digit (0-9)
- At least one out of: !,@,#,$,%,^,&,*,?,_,~,-,.,()

🖫 Save   ✖ Cancel   ✖ Cancel and don't ask again

M. Enter your phone number to enable two factor authentication.
N. Select Send Verification Token.

O. You will receive a **Secure Token** via SMS.

P. Enter the token and select **Verify**.

Q. You will then be brought to a screen which will include the details of the secure email, including the secure files for download.

Option 2: Request an invite to join LiquidFiles

A. Contact your hospital's Health Information Manager and request an invite to join LiquidFiles.
B. Your local Health Information Manager will email you an invitation to join.
C. Open the invitation email, and Select **Verify Account**.

D. You will asked to register your account. Input your name and select a password.
E. Select **Save**.

F. Enter your phone number to enable two factor authentication.
G. Select **Send Verification Token**.

H. You will receive a **Secure Token** via SMS.
I. Enter the token and select **Verify**.

2. Accessing files sent via LiquidFiles

   A. Open the email you have been sent.
   B. Scroll to the *Secure Message Info* section at the bottom of the email.
   C. Select Download Attached Files.

   D. Then enter your email address.
   E. Select **Authorise**.

   F. Then enter your password.
   G. Select Authenticate.

   H. A token will send via SMS to your phone number linked to your account.
   I. Enter the **SMS token**.
   J. Select **Verify.**

Verify SMS Token

Please enter the token that's been sent to your mobile phone: **+61430974123**

[   ] **✔ Verify** | **⟳ Resend Token**

☐ Skip Two Factor Authentication in this browser for two weeks

K. You will then be brought to a screen which will include the details of the secure email, including the secure files for download.

Message

Message Header

Message ID	Auyq1Ba0gng3rgeegyEpLj
From	▮▮▮▮▮▮▮▮
To	▮▮▮▮▮▮▮▮
Subject	Test
Authorization	Only Specified Recipients can access
Message Sent	January 17, 2024 17:35
Message Expires	February 16, 2024
Message Expires After	2 Downloads per Recipient

↩ Reply

Attached Files

41698.jpg	300 KB	ⓘ ⬇ Download
1 File		299 KB

⬇ Download Attachment Details (csv)

Message

▮▮▮▮▮▮▮▮
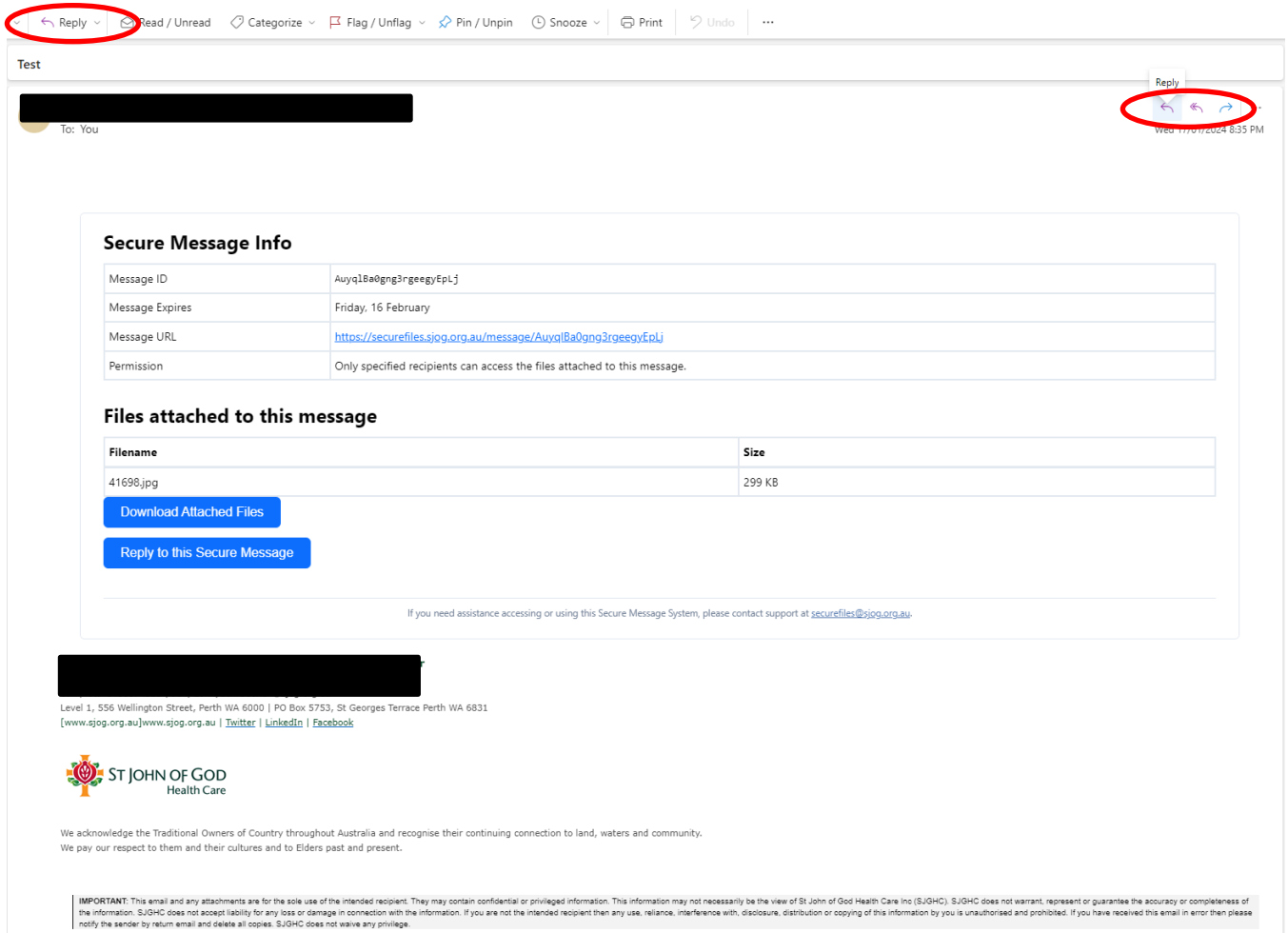
Level 1, 556 Wellington Street, Perth WA 6000 | PO Box 5753, St Georges Terrace Perth WA 6831
www.sjog.org.au | Twitter | LinkedIn | Facebook

We acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and community.
We pay our respect to them and their cultures and to Elders past and present.

3. Replying to emails sent via LiquidFiles

Responding with only non-sensitive information

If you would like to respond to an email sent via LiquidFiles, and do not wish to include sensitive information, simply reply via your email account as per normal.

Responding with a secure attachment

If you are responding with an attachment that contains sensitive information:

    A. Open the email.

    B. Scroll to *Secure Message Info* section which will be included in the bottom of the email.

    C. Select Reply to this Secure Message.

Secure Message Info

Message ID	fZ5NuCNPRJ6egLQVTzqpfL
Message Expires	Friday, 16 February
Message URL	https://securefiles.sjog.org.au/message/fZ5NuCNPRJ6egLQVTzqpfL
Permission	Only specified recipients can access the files attached to this message.

Files attached to this message

Filename	Size
41698.jpg	299 KB

Download Attached Files

Reply to this Secure Message

If you need assistance accessing or using this Secure Message System, please contact support at securefiles@sjog.org.au.

D. Log into LiquidFiles.
E. When the email chain has opened within LiquidFiles, select **Reply.**

Message

Message Header

Message ID	fZ5NuCNPRJ6egLQVTzqpfL
From	
To	
Bcc	@sjog.org.au (BCCs will not be shown to recipients)
Subject	Test
Authorization	Only Specified Recipients can access
Message Sent	January 17, 2024 16:08
Message Expires	February 16, 2024
Message Expires After	2 Downloads per Recipient

↩ Reply

Attached Files

41698.jpg	300 KB	ℹ	⬇ Download
1 File			299 KB

⬇ Download Attachment Details (csv)

Message ⬈

F. A reply window will open.

Message

To	user@example.com [1]

add cc   add bcc

Subject	Subject [2]

Message

B I U + ≡ ⋮≡ ☰ 🔗 — ✏ ✂ </> ↶ ↷

Message [2]

Tip! Paste content with Control-Shift-V to remove formatting when pasting.

Attached files

[3] ⬇ Drop Files Here

0 files (0 Bytes)

+ Add Files... ▾

Limitations

Max size: 1000 MB (Limit per message)

Blocked Extensions

Access Restriction

Who can access this message?

[6] Recipients Only | Recipients + Locals

Message Expires

09/29/2023 [4] 📅

Message Expires After

[5]

Downloads per Recipient

- Only Specified Recipients can access the message and download the files.
- Forwarding of the email or URL is not allowed to anyone.
- Recipients will be required to login to access the message and download files.
- A download receipt will be sent when each user downloads each file with detailed download information.

☑ Recipient Can Reply

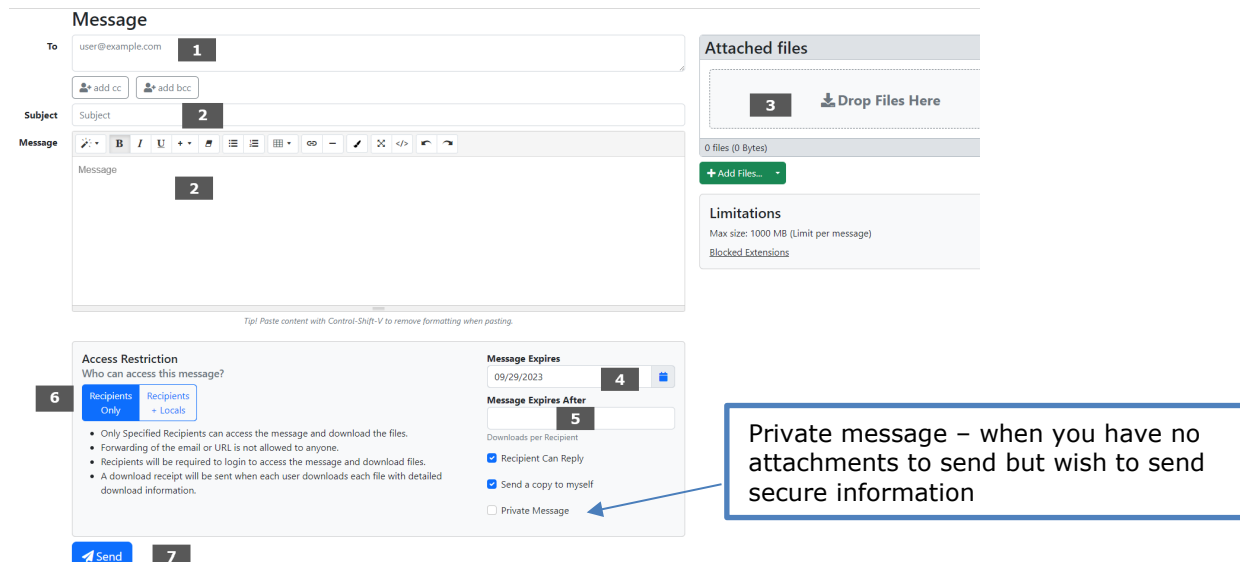☑ Send a copy to myself

☐ Private Message

✈ Send [7]

1.	Select recipients – type the recipients email addresses. Note: the web version is not tied to the SJGHC directory but will remember commonly used email addresses. **You can only send email addresses that contain the sjog.org.au email domain.**
2.	Type the subject and message
3.	You can add files up to the max size displayed
4.	Default is 30 days if left blank but can be changed
5.	How many downloads of files are allowed before expiring. Recommend 1-2 times only.
6.	Access restrictions: Recipients only – only specified recipients can access the message and download the files. Forwarding is allowed but the ability to download the attachments will be not be permitted. Recipients + Locals – only specified recipients and local users can download the files. Forwarding of the email or URL is allowed to local users only (must have a .sjog.org.au email)
7.	Click send once all other information is complete

4. Sending files via Liquid Files

You will only be able to send files to SJGHC caregivers with a SJGHC domain email address.

Once you are logged in:

      A. Select **Secure Messages** from the toolbar and select **Compose.**

Private message – when you have no attachments to send but wish to send secure information

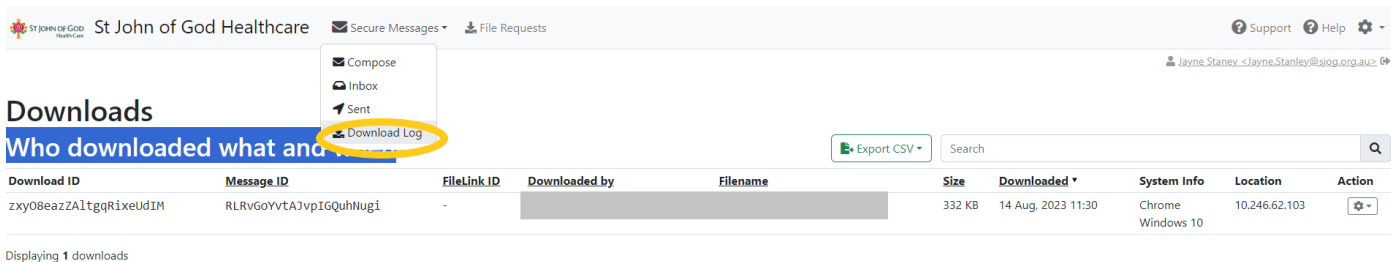|	
1.	Select recipients – type the recipients email addresses. Note: the web version is not tied to the SJGHC directory but will remember commonly used email addresses. **You can only send email addresses that contain the sjog.org.au email domain.**
2.	Type the subject and message
3.	You can add files up to the max size displayed
4.	Default is 30 days if left blank but can be changed
5.	How many downloads of files are allowed before expiring. Recommend 1-2 times only.
6.	Access restrictions: Recipients only – only specified recipients can access the message and download the files. Forwarding is allowed but the ability to download the attachments will be not be permitted. Recipients + Locals – only specified recipients and local users can download the files. Forwarding of the email or URL is allowed to local users only (must have a .sjog.org.au email)
7.	Click send once all other information is complete

5. Other information

Adding your signature to files sent using web version

It is recommended if using the web version of LiquidFiles to create a default signature that will be included on any secure transfer emails.

A. Select the ⚙️ ▾ icon from the top toolbar.
B. Select Account Settings
C. Click in the **Signature** box and **press enter** (to give a line space above signature for typing of text).
D. Copy or create your signature text and paste into the signature box in LiquidFiles.
E. Click **Save**

Download log – who downloaded what and when

- If you want to see if your file has been downloaded, by who and when, go to the web version of LiquidFiles https://securefiles.sjog.org.au/ and enter your credentials.
- Select **Secure Messages** from the toolbar and select **Download Log.**

Removing or deleting attachments/messages

This can be used if the wrong attachment was sent or the wrong email address was used.

F. Navigate to https://securefiles.sjog.org.au/ and enter your credentials
G. Click **Secure Messages** from the top tool bar and select **Sent** from the drop-down menu
H. Locate the message with the attachment to be deleted and select ⚙️▾ from the action column, click **Delete Attachments**

Recipients will still receive the email advising of a secure transfer, but will not be able to view the file attachments or any private messages associated with the transfer.